

## Fact Sheet

## Transforming Lives

### Assisted Living Facility Quality Measures Work Group

#### Overview

During the 2018 Legislative session, [Engrossed House Bill 2750](#) passed. Section 3 of this bill added a new section to chapter [18.20 RCW](#), which relates to quality in Washington state's Assisted Living Facilities (ALFs).

This new section, [RCW 18.20.510 Work group-Quality metrics](#), required that the Washington State Department of Social and Health Services (DSHS) facilitate a work group process to recommend quality metrics for ALFs.

The bill directed that the work group must include representatives from:

- DSHS,
- assisted living provider associations,
- the long-term care ombuds,
- organizations with expertise in serving persons with mental health needs in an institutional setting,
- organizations with expertise in serving persons with developmental disability needs in an institutional setting,
- organizations with expertise in serving culturally diverse and non-English speaking persons in institutional settings,
- health care professionals with experience caring for diverse and non-English speaking patients,
- licensed health care professionals with experience caring for geriatric patients, and
- an Alzheimer's advocacy organization.

In addition to those named in the bill, three consumers and representatives from two tribes served on the work group.

The work group met monthly between October 2018 and May 2020.

The bill required that at least one meeting be dedicated to reviewing and analyzing the quality metric methodologies for ALFs in other states. The intent was to evaluate how well each state is achieving quality care outcomes and whether Washington could use or learn from their work. The [Survey of States' ALFs Quality Metrics Systems](#) report developed from the research of other states was reviewed with the work group during the September 2019 meeting.

The work group determined that the purpose of the quality metrics would be to inform consumers about an ALF's quality of care. Guiding their deliberations were the requirements

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	<p>that any proposed system of quality metrics must not create undue burden or expense for ALFs and must reflect and promote the quality of care provided by the facility.</p> <p>The work group determined that the most important domains for quality metrics should include:</p> <ul style="list-style-type: none"> <li>• consumer (resident) satisfaction,</li> <li>• safety,</li> <li>• equity, diversity, and inclusivity,</li> <li>• informed choice and decision making, and</li> <li>• community participation.</li> </ul> <p>Further, the work group determined that the most important of these domains is consumer satisfaction and adopted <a href="#">CoreQ</a> as the survey tool for measuring consumer satisfaction. The work group was not able to complete deliberations needed to select measures for the four remaining domains due to constraints imposed by the COVID-19 pandemic in 2020.</p> <p>The work group also proposed that any consumer survey implemented is centralized and uses one vendor to administer the survey, track data, and generate reports. They also recommended offering a voluntary pilot for ALFs to test the system. Estimates to develop and implement a survey and reporting system ranged from \$600,000 to \$1.2 million based on the experience of other states.</p> <p>Enhancing the <a href="#">DSHS ALF Locator</a> to better inform consumers about the quality of care of ALFs throughout the state was another recommendation from the work group. One idea proposed was to post the <a href="#">Disclosure of Services</a> statements on this website. These statements are required to be available to residents, prospective residents, and Residential Care Services during licensing visits. These disclosures provide information related to the services and supports available and provided at that facility.</p> <p>Finally, the work group recommended that the existing members reconvene to identify validated and tested measures for the remaining four domains. In establishing these measures, work group members should use caution in proposing a quality metrics system that could increase costs to ALFs and result in the loss of Medicaid beds.</p>
<b>Legislation</b>	<a href="#">Engrossed House Bill 2750</a> , Section 3 added a new section to chapter <a href="#">18.20 RCW Assisted Living Facilities</a> , which relates to quality in Washington state's ALFs and required that DSHS facilitates a work group process to recommend quality metrics for ALFs.
<b>Authority</b>	<a href="#">Chapter 18.20.510-RCW-Work group-Quality metrics</a>
<b>Budget</b>	N/A
<b>Partners</b>	AARP Washington Alzheimer's Association Washington State Chapter Argentum Asian Counseling and Referral Service Behavioral Health Ombuds Services for King County Community Health of Central Washington CRH Northwest Disability Rights Washington

	<p>Full Life Care  Harborview Mental Health and Addiction Services/Geriatric Psychiatry Service  LeadingAge Washington  Life Care Lifestyles  Makah Tribe  Merrill Gardens  National Alliance On Mental Illness Washington  Office of Developmental Disabilities Ombuds  Sea Mar Community Health Centers  Squaxin Island Tribe  Transforming Age  Washington Health Care Association  Washington State Long-Term Care Ombudsman</p>
<b>Deliverables and Timeline</b>	<p>Activities completed by the work group included:</p> <ul style="list-style-type: none"> <li>• Submission of an interim report to the Legislature by September 1, 2019, and</li> <li>• Submission of a final report to the Legislature on July 22<sup>nd</sup> which was due September 1, 2020 and included: <ul style="list-style-type: none"> <li>○ a recommendation for a quality metrics system,</li> <li>○ a proposed process for monitoring and tracking performance, and</li> <li>○ a process to inform consumers.</li> </ul> </li> </ul> <p>Although allowed by the legislation, no dissent reports were submitted for these reports.</p> <p>The work group's public website contains meeting minutes, which provides a public record of comments submitted by stakeholders throughout the twenty month process.</p>
<b>Resources:</b>	<p><a href="#">Assisted Living Quality Measures Project</a> website.</p>